Releasing Holds on Invoices

There are many reasons why the system may put a hold on an invoice and prevent it being approved for payment.

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<thead>
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<th>These can be split into the following:</th>
<th>Each has its own way of being dealt with.</th>
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<tr>
<td>• The purchase order, the receipt and the invoice do not match.</td>
<td>If there is a matching problem some of the holds will require you to go back and correct a document (e.g. receipt the goods) others need to be manually released.</td>
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<td>• Discrepancy between the invoice and line totals.</td>
<td>Review the lines, check that the net amount was inputted and not the gross.</td>
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<td>• An individual somewhere has manually put a hold on paying this invoice for particular reason.</td>
<td>Find out why they have put it on hold.</td>
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<td>• High value hold where an invoice was for over £2000</td>
<td>Review the invoice and check to see if it is a fixed asset and appropriately flagged. Once satisfied manually release the hold.</td>
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<tr>
<td>• It is awaiting Secondary Invoice Approval (SIA).</td>
<td>This is normal and the hold will automatically be released once it has been secondary approved.</td>
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Manually Releasing Holds on an invoice

a. Select the invoice which has a hold(s) on it.
b. Click on the Holds button

Review the holds that have been put in place for this invoice
Is it a **Quantity Received** hold?

Check with the buyer whether the items have actually been received.

**Items received....**
Get them to receive the items within iProcurement. Once they have done this you can re-validate the invoice and the system will lift the hold.

*NB. If this is not done, the purchase order will remain open and commitments may stay on a grant.*

**Items not received....**
Leave the invoice on hold and do not pay until the items are delivered.

**It’s a service where we have to pay in advance (e.g. to attend a conference)....**
Manually release the hold as detailed below

**c. Click in the **Release Name** box next to a particular hold.**

Pick the most **appropriate release name** from the list of values and the system will automatically enter the Release Reason for you.

*Alternatively for other holds*

**Click on the **Release 1** button**

Again select from the list of options available.

*NB. The system will make a note every time you manually release a hold, and various reports can be obtained showing who has released what holds.*

Has an individual **manually stopped payment** by putting it on hold within the schedule payments tab?

To remove this, simply **un-tick** the hold box and **Save**.

*NB: Remember that the Secondary Approval hold is normal and will be released automatically once your secondary approver has approved the invoice.*